

## Questions and Answers for Vendors

**Q:** If I was a vendor registered in Comm-PASS, do I need to register in COMMBUYS?

**A:** Yes - even if you were registered in Comm-PASS you must register in COMMBUYS. The registration process should take less than 15 minutes to complete.

**Q:** Where do I go to register in COMMBUYS?

**A:** Go to [link to Commbuys.com](https://link.to/Commbuys.com) and click the "Register" link to begin your registration today. At registration, you will build your company's profile in COMMBUYS.

**Q:** Where can I go to learn about vendor registration?

**A:** There is a range of resources to guide you through the registration process.

You can:

- View an instructional video about registration [here](#), and
- Access job aids with steps-by-step guidance on registration [here](#).

If you need assistance, you may:

- Call the COMMBUYS Help Desk at 888-627-8283, or
- Send an email to [commbuys@state.ma.us](mailto:commbuys@state.ma.us).

**Q:** What information will I need to complete my registration?

**A:** Businesses registering in COMMBUYS will be asked to provide business type and address information, to specify a business email that COMMBUYS will use to deliver important messages, and to select commodity codes that align with your business.

Here are some registration tips:

- Company Email/Vendor Email: Businesses can specify only one email address in your registration profile. If you require that multiple staff members receive COMMBUYS notifications, we would suggest that you create a group or email distribution address in the "Company Email/Vendor Email" field to ensure multiple staff members receive notices and that no opportunity is missed.
- UNSPSC (Commodity) Codes: Businesses should select and subscribe to all commodity codes which are related to the goods/services that you are able to provide. Even if a commodity code seems only slightly related to a product or service offered by your business, it is beneficial to select that code to ensure that your business receives the email alerts of bidding opportunities.

**Q:** What if I want to update my profile after I register?

**A:** At initial registration, businesses will need to provide information in all the data entry fields marked with an asterisk. Seller Administrators, identified at registration, can update the business profile at any time if they need to change or add business profile information.

**Q:** Can my company have more than one Seller Administrator in COMMBUYS?

**A:** Depending upon the size of your company, the number of users under your COMMBUYS company profile will vary. We suggest at a minimum you have 1 Seller Administrator and 1 Seller. What's the difference? A Seller Administrator has the ability to update company information and add additional users. A Seller has the ability to browse, search and view bids, contracts, and PO's. The Seller role will also receive the tools required to respond to bids/quotes, ask questions related to a bid and also view purchase orders. A user can have both the Seller and Seller Administer role but will use one role at a time.